

## DOVER DIXON HORNE PLLC

DARRELL D. DOVER  
ALLAN W. HORNE  
CYRIL HOLLINGSWORTH  
THOMAS S. STONE  
STEVE L. RIGGS  
MICHAEL O. PARKER\*  
WILLIAM E. BISHOP\*\*  
JOSEPH H. PURVIS  
CHARLES W. REYNOLDS  
JOHN B. PEACE\*  
WILLIAM DEAN OVERSTREET  
MICHAEL G. SMITH+

GARY B. ROGERS  
JAMES PAUL BEACHBOARD+  
MICHAEL R. JOHNS  
PATRICK E. HOLLINGSWORTH  
W. MICHAEL REIF  
MARK H. ALLISON  
LAURA G. WILTSHIRE  
MONTE D. ESTES  
ANDREA W. VAN DEVENTER\*  
CHRISTA S. CLARK  
NONA M. MORRIS  
ANGELA D. BICKER

425 WEST CAPITOL, 37TH FLOOR  
LITTLE ROCK, ARKANSAS 72201  
TELEPHONE (501) 375-9151  
FACSIMILE (501) 375-6484  
WWW.DDH-AR.COM

OF COUNSEL  
PHILIP E. DIXON  
GARLAND W. BINNS, JR.  
W. HORACE JEWELL

\* BOARD RECOGNIZED TAX LAW SPECIALIST  
\* ALSO LICENSED IN TENNESSEE  
\* ALSO LICENSED IN TEXAS  
\* ALSO LICENSED IN COLORADO

 MERITAS LAW FIRMS WORLDWIDE

September 1, 2004

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TW-B204  
Washington, DC 20554

Re: State of Arkansas Annual Log Summary of Consumer Complaints  
Concerning TRS

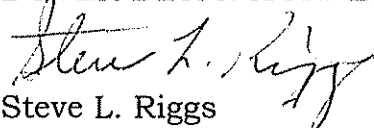
Dear Ms. Dortch:

Attached please find the remaining information which was not provided in the filing made on August 26, 2004, on behalf of Arkansas Deaf and Hearing Impaired Telecommunications Service Corporation ("ADHITS"), the entity responsible for providing relay service for the State of Arkansas. The attached information covers the period of time July to December 2003.

ADHITS apologizes for its delinquency in this filing.

Very truly yours,

DOVER DIXON HORNE PLLC

  
Steve L. Riggs

SLR:bs

cc: Ms. Erica Myers (via e-mail Erica.Myers@fcc.gov)  
Mr. Ken Musteen  
Ms. Cheryl Padgett

**Arkansas Relay Service  
FCC Customer Complaint Log  
July to December 2003**

| <b>No.</b> | <b>Date of Complaint</b> | <b>Nature of Complaint</b>  | <b>Date of Resolution</b> | <b>Resolution</b>  |
|------------|--------------------------|---|---------------------------|--|
| 1.         | 7/8/03                   | Customer called in on the Customer Service Line to let us know he was having trouble reaching a CA through 711.   | 7/9/03                    | Supervisor referred problem to Facilities, who made test calls the same day, and found no problem. On 7/9/03, Facilities did 70 test calls from the customer's LATA throughout the day, and could not duplicate the problem.   |
| 2.         | 7/17/03                  | VCO customer asked for a supervisor and advised her that he was having problems with this CA (and gave her number), saying that he gives the number to call to the CA, but gets no response from her. He repeated this process, and still gets no answer from the CA. Each time it happens with this particular CA, he has to hang up and call back in. He does not have this problem with any other CA in the center. He wanted us to be aware of this so we can correct the problem.  | 7/17/03                   | The supervisor apologized for the inconvenience, and reported it to the CA's manager. The CA's manager discussed this customer's complaint with her immediately, reviewed the correct method of handling TRS/VCO calls. This CA handled VCO calls correctly, when monitored. The CA was advised that any more reports of mishandled calls could result in disciplinary action. |
| 3.         | 9/11/03                  | Customer asked for a supervisor, complaining how his/her call with a long recording was handled by the CA. The CA had recorded the message because it was a very long one, and she could not type verbatim without the recording. The CA advised the customer that she was redialing and recording the message for him/her so that she could give him/her the full message. The CA had typed the business name, and the recording verbatim. The Customer complained that the CA did not follow the Arkansas procedures, and that the CA typed too slowly. | 9/11/03                   | The supervisor apologized for the inconvenience, reviewed the call on the screen, sought review and advice from a manager, and then advised the customer the CA handled it correctly because it was a very long recording, and she had typed everything on the recording verbatim.   |

**Arkansas Relay Service  
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|    |          |   |          |   |
|----|----------|---|----------|---|
| 4. | 10/28/03 | Customer called in on the Customer Service Line, complaining about having to wait 10 minutes to get a CA. He kept getting a recording that said "thank you for holding, all CAs are busy on calls, and please wait for the next available CA." He wanted to know what was going on. | 10/28/03 | Supervisor apologized for the customer's inconvenience and said that the relay center received an unexpected large volume of calls and have been extremely busy during the last half hour. After a few minutes of discussion with the customer, the supervisor checked the call data, and advised the customer that the call volumes had stabilized. She also told him he should get a CA if he called within the next few minutes.   |
| 5. | 11/25/03 | Customer called in on the Customer Service Line to ask the supervisor to advise the CAs that they should wait for the 'GA' before dialing out.  | 11/25/03 | Supervisor apologized for the inconvenience. She spoke to the CA, and the CA said that the customer had typed 'GA', so she started dialing out only to have the customer backspace to erase the 'GA' and start typing again. The supervisor then advised the customer that she had spoken to the CA and clarified what had happened. The customer remembered she had backspaced to erase the 'GA', and apologized for causing the confusion.                                    |
| 6. | 12/2/03  | Customer called in on the Customer Service Line. His message was very garbled, but he appeared to be asking why it was so hard to get into the TRS. He wondered what would happen if he needed to call 9-1-1 and we were very busy.   | 12/2/03  | Supervisor apologized for the customer's inconvenience, and advised him we had been extremely busy during the day with higher than expected call volumes. She explained to him that when he calls in, he should not hang up and call back in because it will move him to "last in line" for a CA. She also advised him that if he had a 9-1-1 emergency, he should dial 9-1-1 directly. The customer appeared satisfied with the response, thanked the supervisor, and hung up. |
| 7. | 12/13/03 | Customer called complaining about not being able to place an interstate call from Arkansas through the relay using SBC LD as the carrier.   | 12/15/03 | Manager called the customer back, and referred her to the SBC LD Business Office for resolution.  |
| 8. | 12/16/03 | Customer called, very upset they could not place long distance calls via the relay  | 12/17/03 | Manager called and left a message on the customer's answering machine, but never heard  |

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|  |  | using SBC LD. She called SBC LD, and they advised her it was a relay problem. She has to use the relay to call her Deaf daughter, and her IXC is SBC LD. She said she would get the Governor involved if that is what it would take to get it fixed. She said our relay service and our CAs were wonderful, she has no complaints with us, but she was upset with SBC LD for not processing her calls through the relay. |  | back from her. |
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